

IN THE CLAIMS

Please amend the claims as follows:

Claim 1. (previously presented) A computer based method for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, including the steps of:

receiving from a user, a description of an initial problem related to the work machine;

displaying two or more questions as a function of the initial problem;

identifying inconsistent answers provided by the user to the two or more questions;

displaying a first set of recommended actions, as a function of the initial problem;

reading data values from the work machine in response to a user request;

receiving an answer from the user to the at least one question; and,

displaying a second set of recommended actions as a function of the initial problem and the answer to the two or more questions, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an another set.

Claim 2. (original) A computer based method, as set forth in claim 1, including the step of displaying the answer provided by the user.

Claim 3. (original) A computer based method, as set forth in claim 1, including the step of displaying a confidence level associated with each recommended action in the first and second sets of recommended actions.

Claim 4. (original) A computer based method, as set forth in claim 3,

including the wherein the confidence level is displayed as a bar graph.

Claim 5. (original) A computer based method, as set forth in claim 1, including the step of displaying a status associated with each recommended action in the first and second sets of recommended actions.

Claim 6. (original) A computer based method, as set forth in claim 5, wherein the status associated with each recommended action has a value one of performed or not performed.

Claim 7. (original) A computer based method, as set forth in claim 1, including the step of providing a link to information related to the work machine in an external source.

Claim 8. (original) A computer based method, as set forth in claim 7, including the step of displaying the information in response to actuation of the link.

Claim 9. (previously withdrawn) A computer based method, as set forth in claim 1, wherein the step of displaying at one question includes the step of displaying two or more questions and wherein the computer based method includes the step of identifying inconsistent answers provided by the user to the two or more questions.

Claim 10. (previously withdrawn) A computer based method, as set forth in claim 1, including the step of reading data values from the work machine in response to a user request.

Claim 11. (original) A computer based method, as set forth in claim 1, including the step of displaying an alert link corresponding to the at least one question.

Claim 12. (original) A computer based method, as set forth in claim 11,

including the step of displaying an alert dialog in response to actuation by the user of the alert link.

Claim 13. (original) A computer based method, as set forth in claim 1, including the step of displaying an alert link corresponding to at least one recommended action from one of the first and second sets of recommended actions.

Claim 14. (original) A computer based method, as set forth in claim 13, including the step of displaying an alert dialog in response to actuation by the user of the alert link.

Claim 15. (original) A computer based method, as set forth in claim 1, including the step of displaying a question detail window containing detailed information regarding the at least one question, in response to user selection of the at least one question.

Claim 16. (original) A computer based method, as set forth in claim 1, including the step of displaying an action detail window containing detailed information regarding a selected action from one of the first and second sets of recommended actions.

Claim 17. (previously presented) A computer based method for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, including the steps of:

receiving from a user, a description of an initial problem related to the work machine;

displaying at least one question, as a function of the initial problem;

displaying a first set of recommended actions, as a function of the initial problem;

receiving an answer from the user to the at least one question;

reading data values from the work machine in response to a user request;

displaying a second set of recommended actions as a function of the initial

problem, the read data values, and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set; and,

displaying an action detail window containing detailed information regarding a selected action from one of the first and second sets of recommended actions; and
providing a graphical user interface for operation by the user.

Claim 18. (original) A computer based method, as set forth in claim 17, including the step of providing a diagnostic advisor window.

Claim 19. (original) A computer based method, as set forth in claim 18, including the step of providing a tabbed window pane having a plurality of tabs, wherein selection of one of the tabs results in a respective one of a plurality of panels being displayed in the tabbed panel.

Claim 20. (original) A computer based method, as set forth in claim 19, wherein each of the plurality of tabs corresponds to a diagnostic panel, a diagnostic code panel, and a functional tests panel, respectively.

Claim 21. (previously withdrawn) A computer based method, for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, including the steps of:

receiving from an user, a description of an initial problem related to the work machine;

displaying at least one question, as a function of the initial problem;

displaying a first set of recommended actions, as a function of the initial problem;

reading data values from the work machine in response to a user request;

receiving an answer from the user to the at least one question;

displaying the answer provided by the user;
displaying a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set;
displaying a confidence level associated with each recommended action in the first and second sets of recommended actions; and,
providing a link to information related to the work machine in an external source.

Claim 22. (previously presented) A computer based system for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, comprising:

an external source containing service information related to the work machine;
a diagnostic advisor tool for interaction with a user, receiving information from the user and responsively displaying at least one recommended action, and providing a link to relevant information within the external source; and

wherein the diagnostic advisor tool is adapted to receive, from the user, a description of an initial problem related to the work machine, display two or more questions as a function of the initial problem, identify inconsistent answers provided by the user to the two or more questions, display a first set of recommended actions, as a function of the initial problem, read data values from the work machine in response to a user request; receive an answer from the user to the at least one question and display a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set.

Claim 23. (previously withdrawn) A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to receive, from the user, a

description of an initial problem related to the work machine, display at least one question, as a function of the initial problem, and display a first set of recommended actions, as a function of the initial problem.

Claim 24. (previously withdrawn) A computer based system, as set forth in claim 23, wherein the diagnostic advisor tool is adapted to receive an answer from the user to the at least one question and display a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set.

Claim 25. (original) A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to display the answer provided by the user.

Claim 26. (original) A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to display a confidence level associated with each recommended action in the first and second sets of recommended actions.

Claim 27. (original) A computer based system, as set forth in claim 26, wherein the confidence level is displayed as a bar graph.

Claim 28. (original) A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to display a status associated with each recommended action in the first and second sets of recommended actions.

Claim 29. (original) A computer based system, as set forth in claim 28, wherein the status associated with each recommended action has a value of one of performed or not performed.

Claim 30. (original) A computer based system, as set forth in claim 22,

wherein the diagnostic advisor tool is adapted to provide a link to information related to the work machine in an external source.

Claim 31. (original) A computer based system, as set forth in claim 30, wherein the diagnostic advisor tool is adapted to display the information in response to actuation of the link.

Claim 32. (previously withdrawn) A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to display two or more questions and to identify inconsistent answers provided by the user to the two or more questions.

Claim 33. (original) A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to read data values from the work machine.

Claim 34. (original) A computer based system, as set forth in claim 22, including the step of displaying an alert link corresponding to the at least one question.

Claim 35. (original) A computer based system, as set forth in claim 34, wherein the diagnostic advisor tool is adapted to display an alert dialog in response to actuation by the user of the alert link.

Claim 36. (original) A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to display an alert link corresponding to at least one recommended action from one of the first and second sets of recommended actions.

Claim 37. (original) A computer based system, as set forth in claim 36, wherein the diagnostic advisor tool is adapted to display an alert dialog in response to actuation by the user of the alert link.

Claim 38. (original) A computer based system, as set forth in claim 22,

wherein the diagnostic advisor tool is adapted to display a question detail window containing detailed information regarding the at least one question, in response to user selection of the at least one question.

Claim 39. (original) A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to display an action detail window containing detailed information regarding a selected action from one of the first and second sets of recommended actions.

Claim 40. (previously amended) A computer based system for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, comprising:

- an external source containing service information related to the work machine;
- a diagnostic advisor tool for interaction with a user, receiving information from the user and responsively displaying at least one recommended action, and providing a link to relevant information within the external source;
- a graphical user interface for operation by the user; and
- wherein the diagnostic advisor tool is adapted to read data values from the work machine in response to a user request and display an action detail window containing detailed information regarding at least one of said recommended actions.

Claim 41. (original) A computer based system, as set forth in claim 40, wherein the graphical user interface includes a diagnostic advisor window.

Claim 42. (original) A computer based system, as set forth in claim 40, wherein the graphical user interface includes a tabbed panel having a plurality of tabs, wherein selection of one of the tabs results in a respective one of a plurality of panels being displayed in the tabbed panel.

Claim 43. (original) A computer based system, as set forth in claim 42,

wherein each of the plurality of tabs corresponds to a diagnose problem panel, a diagnostic code panel, and a functional tests panel, respective.

Claim 44. (currently withdrawn) A computer based system for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, comprising:

an external source containing service information related to the work machine;
and,

a diagnostic advisor tool for interaction with a user, receiving information from the user and responsively displaying at least one recommended action, and providing a link to relevant information within the external source;

wherein the diagnostic advisor tool is adapted to receive, from the user, a description of an initial problem related to the work machine, display at least one question, as a function of the initial problem, and display a first set of recommended actions, as a function of the initial problem; to read data values from the work machine in response to a user request, to receive an answer from the user to the at least one question and display a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set; to display a confidence level associated with each recommended action in the first and second sets of recommended actions; and to provide a link to information related to the work machine in an external source.

Claim 45. (previously amended) A computer program product for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, the computer program product comprising a computer usable storage medium having computer readable program code means embodied in the medium, the computer readable program code comprising:

computer readable program code means for receiving from an a user, a

description of an initial problem related to the work machine;

computer readable program code means for displaying two or more questions, as a function of the initial problem;

computer readable program code means for displaying a first set of recommended actions, as a function of the initial problem;

computer readable program code means for reading data values from the work machine in response to a user request;

computer readable program code means for receiving an answer from the user to the two or more questions, and identifying inconsistent answers provided to the questions; and,

computer readable program code means for displaying a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set.